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Toolkit to help CALD people tell their stories to Aged Care Royal Commission

FECCA has launched a new toolkit designed to help culturally and linguistically diverse (CALD) older Australians and their families and carers tell their stories to the Aged Care Royal Commission. The toolkit helps those supporting older care recipients have conversations with their loved ones about a range of issues, including:

- What the Royal Commission on Aged Care Quality and Safety is and how it works
- Why it is important that the Royal Commission hears from CALD Australians
- How to tell the Royal Commission about their experience in their own language (in writing, by telephone or as a recording)

FECCA Chairperson Mary Patetsos said it was crucial that aging CALD Australians have their voices heard at the Royal Commission.

"The Royal Commission into Aged Care is about identifying what is working well in the provision of aged care and what needs to change and improve.

"We know from our members that the need for culturally appropriate aged care for older people from ethnically diverse backgrounds is really important.

"We also need to make sure that those in Aged Care who may no longer have strong English language skills also have their voices heard, and FECCA is grateful

that for the first time the Royal Commission is accepting submissions in languages other than English.

"We encourage all people from culturally or linguistically diverse backgrounds with an experience of the aged care system to make a submission, so their experiences are heard and can inform the recommendations of the Royal Commission.

"This toolkit is designed to help those that care for older CALD Australians have conversations with their loved ones so they can participate in this important process.

FECCA acknowledges the Commonwealth Department of Health for providing funding support for this project.

To download the toolkit, conversation cards and submission forms visit www.fecca.org.au/acrc

To order a free hard copy phone 02 682 5755 or email admin@fecca.org.au

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